

College Surgery Partnership

Summer 2009

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Welcome to our Summer Newsletter

As usual we continue to run a pace. In last Summers Newsletter I wrote "An awful lot of things have happened and there have been many changes" We continue to work hard and adapt to our lovely new surroundings and to welcome new developments in our Integrated Centre.

The Complementary Therapy unit now feels part of the wider family, we were all tremendously sad at the untimely death of Jon Freeman who conceived the idea of bringing different therapies into the new unit and worked hard to make it a success. His kindness and hard work were very evident at his wonderful funeral where his life was celebrated by his family and many friends.

We welcome the advent of Café Sustain. The team headed by Joey provide wonderful food for many occasions and is working very hard to provide patients and friends of Cullompton with a warm and welcoming meeting place

Sadly not all is good news - the funding has been withdrawn for practices in Devon to provide a **minor injury** service. Devon Primary Care Trust will now only commission and resource a minor injury service where the practice is more than 10 miles from minor injury units or walk-in centres. Our practice is 8 miles from Tiverton.

Thank you

Wendy Evans
Strategic Manager

Update on Extended opening hours

The surgery provides a wider choice of extended hours. These are routine bookable appointments in the early morning and evening. We hope these will help working patients who find it difficult to attend the Surgery during normal surgery hours. Dr Black and Dr Jacob now provide appointments from 7.30 am on Wednesday. Evening appointments are available Monday Tuesday Wednesday and Thursday until 7.30 pm. These appointments are usually provided by:

Dr Jenner, Dr Jacob and Dr Rowbury on a Monday, Dr Rushton, Dr Smith, Dr Matthews and Dr Harris on a Tuesday, Dr Rowbury on a Wednesday, Dr Rushton on a Thursday.

We hope that the wider choice of appointments are useful for patients.

**PLEASE ALWAYS RING IN ON 01884 831300
OTHER NUMBERS YOU MAY HAVE FROM
PREVIOUS LITERATURE ARE NOW OUT OF
DATE**

Doctors Teams

We do get feedback from many of you that you find it difficult to see your own doctor as soon as you would like College Surgery is unique in Devon in providing local access to people across four separate surgeries and we continually get feedback from patients, especially the elderly, on how valued these local surgeries are.

We also believe in identifying a named doctor for you who will be responsible for your care. However, sadly it isn't always possible for you to see your "own" doctor at all times to try and help with this problem College Surgery partners work in teams. At any one time a doctor from your team will always be on duty this means that the same team view results and letters and will always be more familiar with the patient and their needs.

The teams are as follows

Dr Smith Dr Matthews Dr Rowbury Dr Seal

Dr Nelson Dr Rushton Dr Jacob

Dr Dixon Dr Jenner Dr Harris Dr Black

Same Day Service Update

SDS

Our emergency service, previously known as CUTS, is now our Same Day Service (SDS). The team consists of our Nurse Practitioners, paramedics and a designated Duty Doctor. If you have a health concern that you think needs rapid assessment, speak to our receptionists who will either offer you an appointment with a Nurse Practitioner that day or a telephone call from the Duty Doctor. If you specifically want to see a doctor please speak to the Duty Doctor who will be able to help.

If your problem is not urgent we encourage you to discuss this with your GP or their team and remember you can ask for a telephone consultation.

News Item

The new Warfarin blood testing system is up and running which means that you are able to get your results immediately and you can now have the test in the afternoons as well as the mornings. It is a much more reliable and convenient system for our patients and staff and works well. Thank you to our Patient Group for purchasing this equipment.

We have also had a new ECG machine and defibrillator purchased by the group. This state-of-the-art equipment will help us in diagnosing and treating cardiac problems with our patients and could make the difference between life and death. We thank the Patient Group for its invaluable work in the surgery and in fundraising for these and other items used for the benefit of our patients.

CAFÉ

Café Sustain is an innovative venture at Culm Valley to help the community to make the most of their health centre. It is one of the very few cafés within a family health centre in the country and is a key part of a new national project to explore ways to improve community self care. Staff, customers and the practice have combined together and have thought outside the box coming up with some surprising innovations.

In conjunction with the practice we have both a kitchen garden in the car park, used daily for fresh café meals with many plants provided by customers/patients, and a herb garden used to demonstrate the production of home remedies and cosmetics. Coming up will be themed days to support individual self care, and a programme of events and workshops for everybody, As well as good local-sourced basic food the café also provides delicious low-fat and low-sugar treats and other dietary needs are met.

Look out for the new 'Coffee mornings' on Friday 9.30-11 and Wednesday 2-4. These are times when everyone is encouraged to join a social get-together with special hot-drink-and-cake deals.

NHS LifeCheck

This is an on-line health service which guides people through a series of questions about their lifestyle and health. It informs them of areas they could improve and encourages them to set goals to do this, and seek support if necessary. The checks cover

Early years LifeCheck – for Parents and carers with babies aged 5-8 months

Teen LifeCheck – for Young people aged 12-15

Mid LifeCheck – for People aged 45-60

We also have a designated LifeCheck room (situated next to the Café), where there are computers that you can access during the day to try LifeCheck for yourselves. These are linked to a printer which allows you to print your goals and any additional information you may need to help make changes.

The Calm Zone -Thought Field therapy

Do you have symptoms of anxiety, stress, fear, trauma or general nervousness. You are welcome to use the Calm Zone computer system, also in the LifeCheck room.

How to use it - It requires simply sitting in front of a computer and following some easy instructions. It takes between 20 and 30 minutes to complete, you can use it on your own, or I can remain in the room for support if you would like. The choice is yours!

Johrei is a form of healing from Japan it is a simple, easy to learn technique with no physical contact.

It is good for:

- Stress reduction
- Boosting general health
- Physical and emotional benefits

At present 'drop-in' sessions are run upstairs in the 'physio' room on Wednesdays between 5.30pm – 7.30pm.

If you would like to know more about any of these or would like to 'have a go' please speak to your GP or ask for me at the reception. I will be more than happy to help!

Ruth Tucker health Facilitator

Patient Support Group

The group continues its work with the Surgery and is always pleased to welcome new members. The Group's regular meetings are published on the surgery website and in each of the waiting rooms

Join in and help make a difference

TRAINING

Medical Students

Medical Students and GP Training

Once again, we have had visiting students from Peninsula Medical school in Exeter. Thank you to all patients who helped these students to learn about General Practice. We believe that this is invaluable experience and that we have an environment that is rich in learning opportunities for them. They, in turn, refresh our knowledge base and bring us up to speed with the latest hospital innovations!

Next year, we hope to become a Training Practice and offer a post for a year to a qualified doctor training to become a GP. Dr Nelson has completed the qualification required and we await a visit from the University Deanery and the allocation of one of these doctors. We are confident that the new doctor will be made welcome and enjoy their time here with our patients and staff

Patient Survey Results

The first of the new style national patient survey results have been released and you can find all the results at

<http://results.gp-patient.co.uk/report/main.aspx>

College Surgery has come out very well on this survey despite our complaints to the survey organizers that it does not reflect the complexity of multi-site practices like ours and makes no recognition of branch surgeries.

Our results are in the vast majority of cases well above the national average and usually above the average for Devon too, with cleanliness of the surgery, ability to book an appointment more than 48 hours in advance and overall satisfaction being particularly good scores.

We were also pleased that the scores reflecting the communication skills of the doctors were also very high.

Where did we not score quite so well? Our patient's perception of being able to see a doctor within two working days was a below average score at 80% and a disappointment to us.

With many part time doctors ,covering four separate surgery sites it will always be difficult for us to offer an appointment with the doctor of choice at the surgery of choice quickly so that is why we have our SAME DAY SERVICE

If you need to be seen quickly you can ring on the day and will be offered an appointment with one of our nurse practitioners or a phone appointment with the duty doctor who will see you or ask another doctor to see you if you want and need to see a doctor that day.

Your call will normally be returned very quickly and within an hour in 90% of cases – so our message is simply **“if you need to see a doctor you can see a doctor the same day”** but we will want to check out with you first if we can sort your problem on the phone or if one of our nurses could help.

If in doubt ask to speak to the duty doctor or your own doctor (if they are available) on the telephone, we will do our best to help!

Swine Flu the College Surgery Perspective

All of you will have heard and read much about this in the national press which we will not attempt to repeat here and of course the situation changes on a daily basis.

There are however some important messages to share with you in preparation for the predicted surge in cases to come later this year.

1. For most people swine flu is a mild self limiting illness but occasionally and especially for those with serious pre-existing illnesses it can be more severe and very occasionally fatal.
2. **PLEASE DO NOT TURN UP AT THE SURGERY OR THE BRANCH SURGERIES IF YOU THINK YOU HAVE FLU – PLEASE RING FIRST FOR ADVICE.** (see below)
3. Prompt treatment with Tamiflu can help those with flu – if you have a sustained temperature of above 38 degrees centigrade with cough, sore throat, aches or gastric upset phone either the **Flu line 0800 15 13 100**
NHS Direct on 0845 4647
Our duty Dr on 01884831300 or D Doc when the surgery is shut on 0845 6710270

4. Please make sure you have a thermometer in the house, stocks of paracetamol, and a “flu friend” who can travel if needed to Tiverton or Whipton hospital to collect a prescription for tamiflu which is our nearest flu centre.
5. If you have flu like symptoms and needs further assessment we may ask you to come to the Same Day Service Suite at College Surgery where we have a separate entrance and examination facilities away from patients who do not have flu.
6. Flu Vaccinations –no exact details are available yet but we may potentially have to vaccinate all of the 14,000 patients on our list this autumn and winter TWICE for swine flu and also for the elderly and those with other illnesses a single dose of seasonal flu vaccine as well.
PLEASE DO NOT RING AND ASK US ABOUT THIS YET–WE WILL CALL PEOPLE FOR VACCINATION UNDER A STRICT GOVERNMENT PRESCRIBED PRIORITY PROTOCOL WHEN WE HAVE VACCINE AVAILABLE
7. If swine flu becomes much more widespread or the vaccine becomes available we may have to cancel routine clinics and appointments to deal with the demand –please be patient with us if that is the case.
8. If your problem is not urgent please do not ring on a Monday morning –this is always our busiest time on the phones by far –afternoons are quieter!
9. Catch It, Bin It ,Kill IT –please STAY at home if you have flu and use (and then dispose of safely) paper handkerchiefs if you are coughing or sneezing. **WASH YOUR HANDS** before eating and after wiping your nose.
10. **KEEP CALM** and please help us to help you. Our role is to try and keep the local workforce healthy and ensure essential services keep running but our staff are likely to be under sustained pressure preparing for and dealing with this flu epidemic

Uffculme

As most of you will be aware we have been extending our premises at Uffculme to add two new consulting rooms and to provide an urgently needed enlarged modern dispensary.

I know those of you who live in Uffculme and are dispensing patients really appreciate this service and College surgery is proud of the excellent service provided by the hard working staff there. We hope the new facilities will help to make us even more efficient and will improve the working conditions for our staff.

The dispensary which will be “state of the art” benefits from a legacy left for the use of Uffculme

patients by an Uffculme patient Doris Stevens. We have been waiting 11 years to find the most beneficial way to serve Uffculme patients from this generous legacy and we hope that this wonderful new dispensary will serve you all well for many years to come.

Please visit our website www.collegesurgery.org.uk, you can order your repeat prescriptions online.

The Surgery closes between 12:30 and 2:30 every Thursday for staff training.

Your feedback is always appreciated by partners and staff alike.

DOCTOR SPOT

Getting to Know your Doctors:

I grew up in Northern Ireland in a family almost entirely made of doctors – parents, grandparents, uncles, aunts and cousins. Doctoring seemed to be in our blood and it was my natural career choice. I qualified at the University of Bristol in 1988. As part of my training I also obtained a degree in Psychology.

I worked in the South West as a junior doctor and I always knew I wanted to come back here. I met my husband – also a doctor – when we were students. After three years and postgraduate exams, we travelled to New Zealand and worked as hospital doctors in Auckland. An extended period of travel followed and we returned to London to work for a year. This ended up being ten years! During that time, I worked in multicultural Tooting and also had an academic part-time post at St George's Hospital before getting a partnership in a practice in Wimbledon in 1998.

Along the way, we had acquired four children and the beginnings of a menagerie. Before long, we were bursting the seams of our terraced house in Wandsworth and we knew it was time to head back to the West country where a better quality of work and home life beckoned irresistibly.

This has been more than realised with my post in College Surgery where I feel privileged to work alongside such a dedicated, dynamic and innovative team and for a community who have been welcoming and friendly.

The opening of the new surgery has been the highlight of the last two years and teaching medical students and new GPs has been very fulfilling.

At home, the family has thrived and the children are happily settled into local schools. The zoo is expanding and we now manage ducks, pigs, horses, geese, hens, dogs, cats, guinea pigs, goldfish, snakes and a very loud cockerel (Henry).

The children swim in the river and cycle to the seaside. They do also eat crisps and watch TV! We have a small stream and were excited to have a visiting kingfisher recently. We have tried to be useful in our schools/playgroups and Scout troops. Recently, we extended our family and invited Pam (Grannie) to live round the corner. We have grown accustomed to strange local celebrations such as Tar Barrels and Pixie Day although my 13 year old son has still not quite forgiven the Primary School for making him Morris dance with the cat's bells round his football socks!

All in all, Devon has proved a fantastic place to live and work and, apart from the rain, we love it.



JULIET NELSON

A HUGE THANK YOU TO EVERYONE WHO SPONSORED ME TO DO THE LONDON MARATHON!!!
I COMPLETED IT IN JUST UNDER 4 HOURS 5 MINUTES & IT WAS AN AMAZING, IF SOMEWHAT PAINFUL, EXPERIENCE!
YOUR KIND GENEROSITY CONTRIBUTED TO A GRAND TOTAL RAISED OF
£2727.10
(PLUS GIFT AID OF JUST UNDER £600).
HEART UK IS A GREAT CHARITY, SO AGAIN - THANK YOU,
YOU'RE ALL STARS!!

JAMES (Dr James Rowbury)

Did you know??

An average GP patient attends the GP surgery five times a year

The practice is funded about £100 per patient each year to look after you

In a typical week, 1.4million people will receive help in their home from the NHS.